

CLAIMS

We claim:

1. A method for handling information used in customer service,
said method comprising:

5 capturing a customer's speech;

recognizing a key word in said customer's speech;

based on said key word, searching a database; and

retrieving information from said database;

wherein said retrieving is completed during a conversation

10 involving said customer and a customer service representative.

2. The method of Claim 1, further comprising:

15 providing said retrieved information to a customer service
representative.

3. The method of Claim 1, further comprising:

initiating action, based on said key word, to solve a problem
affecting said customer.

20 4. The method of Claim 1, further comprising at least one of:

preparing an e-mail message,

preparing an order form,

preparing an address label, and

25 routing a telephone call.

5. The method of Claim 1, wherein said database contains one or
more data elements selected from the group consisting of
customer name elements,

customer address elements,

30 telephone call - routing elements,

problem management elements,
product update elements,
order form elements,
and advisory bulletin elements.

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6. A method for handling information used in customer service,
said method comprising:
receiving speech input from a customer;
performing speech recognition on said speech input to generate a
10 text equivalent;
parsing said text to identify a key word;
searching for an occurrence of said key word in a database; and
retrieving information from said database;
wherein said retrieving is completed during a conversation
15 involving said customer and a customer service representative.

20 7. The method of Claim 6, wherein said speech input is derived
from a telephone conversation.

25 8. The method of Claim 6, further comprising:
providing said retrieved information to a customer service
representative.

9. The method of Claim 6, further comprising:
25 initiating action, based on said key word, to solve a problem
affecting said customer.

30 10. The method of Claim 9, wherein said initiating action
includes performing one or more tasks selected from the group
consisting of

preparing an e-mail message,
preparing an order form,
preparing an address label, and
routing a telephone call.

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11. The method of Claim 6, wherein said database contains one or more data elements selected from the group consisting of customer name elements, customer address elements, telephone call - routing elements, problem management elements, product update elements, order form elements, and advisory bulletin elements.

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12. A system for handling information used in customer service, said system comprising:
means for receiving speech input from a customer;
means for performing speech recognition on said speech input to generate a text equivalent;
means for parsing said text to identify a key word;
means for searching for an occurrence of said key word in a database; and

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means for retrieving information from said database;
wherein said means for retrieving completes its operation during a conversation involving said customer and a customer service representative.

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13. The system of Claim 12, wherein said speech input is derived from a telephone conversation.

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14. The system of Claim 12, further comprising:
means for providing said retrieved information to a customer
service representative.

5 15. The system of Claim 12, further comprising:
means for initiating action, based on said key word, to solve a
problem affecting said customer.

10 16. The system of Claim 15, wherein said means for initiating
action includes means for performing one or more tasks selected
from the group consisting of
preparing an e-mail message,
preparing an order form,
preparing an address label, and
15 routing a telephone call.

20 17. The system of Claim 12, wherein said database contains one or
more data elements selected from the group consisting of
customer name elements,
customer address elements,
telephone call - routing elements,
problem management elements,
product update elements,
order form elements,
25 and advisory bulletin elements.

18. A computer-usable medium having computer-executable
instructions for handling information used in customer service,
said computer-executable instructions comprising:
30 means for receiving speech input from a customer;

means for performing speech recognition on said speech input to generate a text equivalent;
means for parsing said text to identify a key word;
means for searching for an occurrence of said key word in a database; and
means for retrieving information from said database;
wherein said means for retrieving completes its operation during a conversation involving said customer and a customer service representative.

19. The computer-usable medium of Claim 18, wherein said speech input is derived from a telephone conversation.

20. The computer-usable medium of Claim 18, further comprising:
means for providing said retrieved information to a customer service representative.

21. The computer-usable medium of Claim 18, further comprising:
means for initiating action, based on said key word, to solve a problem affecting said customer.

22. The computer-usable medium of Claim 21, wherein said means for initiating action includes means for performing one or more tasks selected from the group consisting of
preparing an e-mail message,
preparing an order form,
preparing an address label, and
routing a telephone call.

23. The computer-usable medium of Claim 18, wherein said database

contains one or more data elements selected from the group
consisting of

customer name elements,

customer address elements,

5 telephone call - routing elements,

problem management elements,

product update elements,

order form elements,

and advisory bulletin elements.

all other data elements selected from the group consisting of
customer name elements, customer address elements, telephone call - routing elements,
problem management elements, product update elements, order form elements,
and advisory bulletin elements.